



Class	Subclass
ISSUE CLASSIFICATION	

PATENT NUMBER

N

U.S. UTILITY Patent Application

O.I.P.E.

PATENT DATE

SCANNED GO³ O.A. MT

501102

APPLICANTS

TITLE

ICANTS Anil Annadata
Wai Pak
Rohit Bedi

System and method for multi-channel communication queuing using routing and escalation rules

PTO-2040
12/99

ISSUING CLASSIFICATION

[illegible]☐ Continued on Issue Slip Inside File Jacket

**TERMINAL
DISCLAIMER**

DRAWINGS

CLAIMS ALLOWED

Sheets Drwg.

Figs. Drwg.

Print Fig.

Total Claims

Print Claim for O.G.

☐ The term of this patent subsequent to _____ (date) has been disclaimed.

☐ The term of this patent shall not extend beyond the expiration date of U.S. Patent. No. _____

☐ The terminal ____ months of this patent have been disclaimed.

(Assistant Examiner)

: (Date)

(Primary Examiner)

(Date)

(Legal Instruments Examiner)

(Date _____)

NOTICE OF ALLOWANCE MAILED

ISSUE FEE

Amount Due

Date Paid

ISSUE BATCH NUMBER

WARNING:

The information disclosed herein may be restricted. Unauthorized disclosure may be prohibited by the United States Code Title 35, Sections 122, 181 and 368. Possession outside the U.S. Patent & Trademark Office is restricted to authorized employees and contractors only.

Form **PTO-436A**
(Rev. 6/99)

FILED WITH: ☐ DISK (CRF) ☐ FICHE ☐ CD-ROM
(Attached in pocket on right inside flap)

(FACE)